



2004
Consumer's
Guide
Commercial
Managed Care
in Missouri



Choosing a Managed Care Health Plan

Choosing a managed care plan can be complex and difficult. This 2004 Consumer's Guide helps you compare the quality of health care and member satisfaction among the commercial managed care plans in Missouri. Use this guide along with any coverage information your employer provides to help select the right plan for you or your family.

Follow these steps to assist you in choosing a health plan:

- ◆ Use the comparison indicators in this brochure only in combination. No one indicator is a sole direct measure of a health plan's performance.
- ◆ Talk to your doctor, family and friends about their experiences with different plans.
- ◆ Come up with your own questions and call your plan choices for answers using the phone numbers provided.
- ◆ Draw on all information to evaluate your managed care options. Make the choice that best suits your needs.

Table of Contents

What do Managed Care Plans Look Like pg 3

Compares Statewide Market Share, National Accreditation,
Administrative Expense Rating and Complaint Index Rating

Commercial Managed Care Plan Performance —

Compares Managed Care Plan's performances on specific topics

Topics —

Women's Health	pg 4
Children's Health	pg 5
Cardiovascular	pg 6
Diabetes and Depression	pg 7
Member Satisfaction	pg 8
Care Symbols Explained	pg 9

Telephone Numbers for Managed Care Plans pg 10

Websites for More Information pg 11

What Do Managed Care Plans Look Like?

Share Plan Name	Statewide Market for 2003	National Accreditation Rating† 2003	Administrative Expense Rating† 2001-2003	Complaint Index 2001-2003
Aetna Health Inc	2.0%	NCQA	●	●
Blue-Advantage	4.5%	NCQA/URAC	●	○
Blue-Care Inc	5.3%	NCQA/URAC	●	●
BlueChoice	13.2%	NCQA	●	○
CIGNA HealthCare of St. Louis Inc	0.8%	NCQA	●	●
CIGNA of Kansas/Missouri	0.6%	NCQA	●	●
Community Health Plan	2.5%		○	●
Coventry Health Care of Kansas Inc	8.4%	URAC	●	○
Cox Health Plans Inc	1.9%		●	●
Group Health Plan	20.6%	URAC	●	○
HealthLink Inc	2.4%	URAC	●	●
Humana Health Plan Inc	3.7%	NCQA	●	●
Mercy Health Plans of Missouri Inc-St. L	16.0%		●	○
UnitedHealthCare of the Midwest Inc	17.9%	URAC/JCAHO	●	○
†This is a company-wide measure				
● High ● Average ○ Low				

Data Source: Missouri Department of Insurance

This shows the percentage of the State's managed care plan members who are enrolled with a specific plan. It provides an indication not only of plan size but also of the plan's ability to meet the varied health care needs of its members.

Missouri managed care plans may voluntarily seek and qualify for accreditation, indicating that they meet national quality standards from the following organizations: National Committee for Quality Assurance (NCQA), Utilization Review Accreditation Commission (URAC) and Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

This measure, which indicates efficiency, is the percentage of total income used for administrative overhead. Plans with administrative expenses less than 10% are shown as high performance, those at 15% or more are rated as low performers.

The complaint index looks at the number of consumer complaints the Department of Insurance received in the past three years relative to the amount of business that a company wrote in Missouri and compares this to the industry average. Plans at less than 50% of industry average are shown as ● or good performers; more than 100% of industry average is considered ○ or needing improvement.

Commercial Managed Care Plan Performance

Plan	Women's Health			
	Women's Cancer			Chlamydia Screening for Women Ages 16-25
	Mammograms	Cervical Cancer Screening	Case Management Breast (B) Cervical (C)	
Aetna Health Inc	●	●	BC	●
Blue-Advantage	○	●	BC	○
Blue-Care Inc	●	●	BC	○
BlueChoice	●	●	BC	●
CIGNA HealthCare of St. Louis Inc	●	●	BC	●
CIGNA of Kansas/Missouri	●	●	BC	●
Community Health Plan	●	●	BC	●
Coventry Health Care of Kansas Inc	○	●	BC	●
Cox Health Plans Inc	●	○	none	●
Group Health Plan	●	●	BC	○
HealthLink Inc	●	NR	BC	●
Humana Health Plan Inc	●	●	BC	●
Mercy Health Plans of Missouri Inc-St. L	●	○	none	●
Premier Health Plans-Springfield	●	○	none	●
UnitedHealthcare of the Midwest*	●	●	BC	○
Statewide Averages	74%	83%		25%
*Combined St. Louis and Kansas City and may not fairly or adequately represent the performance of the plan and its provider network services in that part of the state.				

This table compares health plans' performance on Womens Health Care to the statewide average, using the rating symbols below. The table also reports on which plans offer selected benefits and coverages.

Quality of Care Ratings

- —High
- —Average
- —Low/Needs Improvement
- NA Numbers too small
- NR Not reported by plan
- *Plan performance measures are compared to statewide averages

Women (ages 52-69) in plan who had a mammogram in the past 2 years.

Women (ages 21-64) in plan who had one or more pap test within the past three years.

Plan offers case management for breast and/or cervical cancer. Note: Letter indicates the type of cancer for which services are offered.

Female plan members (ages 16-25) who are sexually active and had at least one test for chlamydia (an STD) during the past year.

Case Management helps patients, providers and physicians coordinate the medical care needed for complex or chronic illnesses.

Commercial Managed Care Plan Performance

Plan	Children's Health			
	Childhood Immunization	Adolescent Immunizations	Immunization Reminder Letters	Asthma
Aetna Health Inc	●	●	yes	●
Blue-Advantage	●	○	yes	●
Blue-Care Inc	●	○	yes	●
BlueChoice	●	●	yes	●
CIGNA HealthCare of St. Louis Inc	●	●	yes	●
CIGNA of Kansas/Missouri	●	●	yes	●
Community Health Plan	●	●	yes	NA
Coventry Health Care of Kansas Inc	●	○	yes	●
Cox Health Plans Inc	●	●	no	NA
Group Health Plan	●	●	yes	●
HealthLink Inc	○	NR	no	NA
Humana Health Plan Inc	●	●	yes	●
Mercy Health Plans of Missouri Inc-St. L	○	○	yes	●
Premier Health Plans-Springfield	●	○	yes	●
UnitedHealthcare of the Midwest*	○	●	yes	●
Statewide Averages	73%	45%		73%
*Combined St. Louis and Kansas City and may not fairly or adequately represent the performance of the plan and its provider network services in that part of the state.				

This table compares health plans' performance on Children's Health to the statewide average, using the rating symbols below. The table also reports on which plans offer selected benefits and coverages.

Quality of Care Ratings

- —High
- —Average
- —Low/Needs Improvement
- NA Numbers too small
- NR Not reported by plan
- *Plan performance measures are compared to statewide averages

Children in plan who turned 2 in the past year and received required vaccinations.

Adolescents in plan who turned 13 in the past year and received required vaccinations.

Plan sends members reminder letters for immunizations.

Child members (ages 5-9) who have persistent asthma and are being given appropriate medications for long term control of asthma.

Commercial Managed Care Plan Performance

Plan	Cardiovascular			
	Controlling High Blood Pressure	Stroke (S), Congestive Heart Failure (H), High Blood Pressure (B)	Cholesterol Management after Acute Cardiovascular Event	Cholesterol Management after Acute Cardiovascular Event
		Case Management	Screening	Control
Aetna Health Inc	●	SH	●	●
Blue-Advantage	NR	SH	●	○
Blue-Care Inc	●	SH	●	●
BlueChoice	●	SHB	●	●
CIGNA HealthCare of St. Louis Inc	●	SH	●	●
CIGNA of Kansas/Missouri	●	SH	●	●
Community Health Plan	●	SHB	●	●
Coventry Health Care of Kansas Inc	●	SHB	●	●
Cox Health Plans Inc	●	none	NA	NA
Group Health Plan	●	SHB	●	●
HealthLink Inc	●	SHB	○	○
Humana Health Plan Inc	●	SHB	●	●
Mercy Health Plans of Missouri Inc-St. L	○	none	●	○
Premier Health Plans-Springfield	○	H	●	●
UnitedHealthcare of the Midwest*	●	SHB	●	●
Statewide Averages	58%		74%	55%
*Combined St. Louis and Kansas City and may not fairly or adequately represent the performance of the plan and its provider network services in that part of the state.				

This table compares health plans' performance on Cardiovascular Health to the statewide average, using the rating symbols below. The table also reports on which plans offer selected benefits and coverages.

Quality of Care Ratings

- —High
- —Average
- —Low/Needs Improvement
- NA Numbers too small
- NR Not reported by plan
- *Plan performance measures are compared to statewide averages

Plan members (ages 46-85) who were considered hypertensive during the first six months of the measurement year and who achieved blood pressure control.

Plan offers case management services for stroke, congestive heart failure and high blood pressure. Note: Letter indicates the conditions for which services are offered.

Plan members who received cholesterol management following an acute cardio-vascular event, such as heart attack.

Plan members who received cholesterol management following an acute cardio-vascular event, such as heart attack and whose LDL-C levels were <130mg/dL.

Screenings help to determine if a patient is at risk for a certain disease or health problem. Case Management helps patients, providers and physicians coordinate the medical care needed for complex or chronic illnesses.

Commercial Managed Care Plan Performance

Plan	Diabetes			Depression
	Diabetic Retinal Eye Exam	Diabetic Blood Testing	Diabetic Kidney Screening	Antidepressant Medication Management
Aetna Health Inc	●	●	●	●
Blue-Advantage	●	●	●	●
Blue-Care Inc	●	●	●	●
BlueChoice	●	●	●	●
CIGNA HealthCare of St. Louis Inc	○	●	●	●
CIGNA of Kansas/Missouri	●	●	●	●
Community Health Plan	●	●	●	●
Coventry Health Care of Kansas Inc	●	●	●	●
Cox Health Plans Inc	○	●	●	●
Group Health Plan	●	●	●	●
HealthLink Inc	●	○	○	NR
Humana Health Plan Inc	●	●	●	●
Mercy Health Plans of Missouri Inc-St. L	●	●	○	●
Premier Health Plans-Springfield	●	○	●	●
UnitedHealthcare of the Midwest*	●	●	●	●
Statewide Averages	44%	84%	42%	58%

*Combined St. Louis and Kansas City and may not fairly or adequately represent the performance of the plan and its provider network services in that part of the state.

This table compares health plans' performance on Diabetes and Depression management to the statewide average, using the rating symbols below. The table also reports on which plans offer selected benefits and coverages.

Quality of Care Ratings

- —High
- —Average
- —Low/Needs Improvement
- NA Numbers too small
- NR Not reported by plan
- *Plan performance measures are compared to statewide averages

Plan members (ages 18-75) who received a retinal eye exam during the past year.

Plan members (ages 18-75) who received a blood glucose test during the past year.

Plan members (ages 18-75) who are screened for or have evidence of nephropathy.

Plan members whose medicine for recovery from depression is adequately managed.

Screenings help to determine if a patient is at risk for a certain disease or health problem. Case Management helps patients, providers and physicians coordinate the medical care needed for complex or chronic illnesses.

Commercial Managed Care Plan Performance

Plan	Member Satisfaction					
	Customer Service	Claims Processing	Getting Needed Care	Rating of Doctor Seen Most Often	Rating of Specialist Seen Most Often	Overall Rating of Plan
	(1)	(2)	(3)	(4)	(5)	(6)
Aetna Health Inc	●	●	●	●	●	●
Blue-Advantage	●	●	●	●	●	○
Blue-Care Inc	●	●	●	●	●	●
BlueChoice	●	●	●	●	●	●
CIGNA HealthCare of St. Louis Inc	●	●	○	●	●	●
CIGNA of Kansas/Missouri	○	●	○	●	●	●
Community Health Plan	●	●	●	●	●	●
Coventry Health Care of Kansas Inc	●	●	●	●	●	○
Cox Health Plans Inc	●	●	●	●	●	●
Group Health Plan	●	●	●	●	●	●
HealthLink Inc	●	●	●	●	●	●
Humana Health Plan Inc	○	○	○	●	●	●
Mercy Health Plans of Missouri Inc-St. L	●	●	●	●	●	●
Premier Health Plans-Springfield	●	●	●	●	●	●
UnitedHealthcare of the Midwest*	●	●	●	●	●	●
Statewide Averages	71%	90%	81%	76%	80%	61%
*Combined St. Louis and Kansas City and may not fairly or adequately represent the performance of the plan and its provider network services in that part of the state.						

All Plans Averages and Quality of Care Symbols Explained on following page.

Quality of Care Ratings

- —High
- —Average
- —Low/Needs Improvement
- NA Numbers too small
- NR Not reported by plan
- *Plan performance measures are compared to statewide averages

Response Descriptions for Satisfaction Categories Above

- (1) No problem with paperwork, written materials or help from customer service.
- (2) Claims were correctly processed in a reasonable time.
- (3) No problem getting good doctors and nurses, referrals, and necessary care.
- (4) Overall rating of personal doctor seen most often.
- (5) Overall rating of specialist seen most often.
- (6) Overall rating of health plan.

All Plans Averages and Quality of Care Symbols Explained

The percent on the "Statewide Averages" line indicate the average percent of all plans for each indicator shown in the header of the column.

The Quality of Care Ratings reflect a statistical comparison of the plan's percentage on the indicator (measure) and the statewide average percentage for all plans. An Average (●) rating for a specific plan means the plan scored close to the Statewide Average for that indicator. A High (●) or Low (○) rating means the plan scored much higher or much lower than the Statewide Average.

Member Services Telephone Numbers

Managed Care Plan / Website	Customer Service	Nurse Helpline
Aetna Health Inc. http://www.aetna.com	(800) 323-9930	(800) 556-1555
Blue-Advantage http://www.bcbskc.com	(816) 395-3558	
Blue-Care http://www.bcbskc.com	(888) 989-8842	
BlueChoice http://www.bcbsmo.com	(800) 624-2356	
CIGNA HealthCare of St. Louis http://www.cigna.com	(800) 832-3211	(800) 832-3211
CIGNA HealthCare of KS/MO http://www.cigna.com	(800) 832-3211	(800) 832-3211
Community Health Plan http://www.heartland-health.com	(800) 990-9247	(800) 455-2476
Coventry Health Care of Kansas City http://www.chckansas.com	(800) 969-3343	(800) 622-9528
Cox Health Plans http://www.coxhealthplans.com	(800) 205-7665	
Group Health Plan http://www.ghp.com	(800) 755-3901	
HealthLink http://www.healthlink.com	(800) 624-2356	
Humana Health Plan http://www.humana.com	(800) 448-6262	(800) 622-9529
Mercy Health Plans of Missouri - St. L. http://www.mercyhealthplans.com	(800) 327-0763	(800) 811-1187
Premier Health Plans-Springfield http://www.premierhealthplansmo.com	(800) 481-4466	(800) 909-8326
UnitedHealthcare of the Midwest http://www.unitedhealthcare.com	(800) 627-0687	(888) 887-4114

For further information about this
Consumer's Guide, contact:
Center for Health Information Management
and Evaluation (CHIME),
Missouri Dept. of Health and Senior Services
P.O. Box 570, Jefferson City, MO 65102-0570
(573) 751-6272



Websites

The following websites may be useful:

Agency for Healthcare Research & Quality:	http://www.ahrq.gov
American Association of Health Plans:	http://www.aahp.org
American Accreditation Healthcare Commission/URAC:	http://www.urac.org
American Medical Association:	http://www.ama-assn.org
American Osteopathic Association:	http://www.aoa-net.org
Families USA:	http://www.familiesusa.org
Health and Human Services-U.S.Government:	http://www.healthfinder.gov
Joint Commission on Accreditation of Healthcare Organizations/JCAHO:	http://www.jcaho.org
Missouri Department of Insurance	http://www.insurance.state.mo.us
National Committee for Quality Assurance/NCQA:	http://www.ncqa.org
National Health Information Center	http://www.health.gov/nhic

Need More Information?

Visit our website at: <http://www.dhss.state.mo.us/ManagedCare>

Concerns or Complaints?

Call your managed care plan if you have concerns on your treatment or feel you have been denied health services. They will explain your grievance rights and how to file a complaint. If you disagree with a plan's position or decision call the Consumer Hotline of the Missouri Department of Insurance at: 1-800-726-7390

For further information about this Consumer's Guide, contact:
Center for Health Information Management and Evaluation (CHIME),
Missouri Dept. of Health and Senior Services
P.O. Box 570, Jefferson City, MO 65102-0570
(573) 751-6272



The Missouri Department of Health and Senior Services has attempted to publish accurate information based upon common definitions. The data reported in this brochure are based on plan performance during 2003. Managed care plans were given an opportunity to review and correct the data presented. Other corrections or suggestions should be forwarded to the Center for Health Information Management and Evaluation (CHIME), Missouri Department of Health and Senior Services, PO Box 570, Jefferson City, MO 65102. Our telephone number is (573) 751-6272. The Missouri Department of Health and Senior Services is an equal opportunity/affirmative action employer. Services are provided on a nondiscriminatory basis. This information is available in alternate formats to citizens with disabilities.